

Hi! I am Delta's virtual assistant. I can see you have already signed in. Here are some common topics that I can assist you with. You can either select one of them or type in your question Note: This chat is recorded

You at 17:04, Jun 27:

can i send an email to delta?<sup>Read</sup>

Virtual Assistant at 17:04, Jun 27:

I can assist you with your question, DeeWayne

Virtual Assistant at 17:04, Jun 27:

We appreciate your loyalty as a SkyMiles Member

Virtual Assistant at 17:04, Jun 27:

I'd be happy to help you with any questions you may have 😊

Virtual Assistant at 17:04, Jun 27:

You can also find other ways to connect with us here:

Virtual Assistant at 17:04, Jun 27:

<https://s.delta.com/OJkNdz>

Virtual Assistant at 17:04, Jun 27:

Did that answer your question?

You at 17:05, Jun 27:

No<sup>Read</sup>

Virtual Assistant at 17:05, Jun 27:

Sorry about that. What would you like to do next?

You at 17:06, Jun 27:

Chat with a rep<sup>Read</sup>

Virtual Assistant at 17:06, Jun 27:

Based on our conversation do you still need help with the following?

Virtual Assistant at 17:06, Jun 27:

'can i send an email to delta?'

You at 17:06, Jun 27:

Yes<sup>Read</sup>

Virtual Assistant at 17:06, Jun 27:

Thank you. Here's a summary of our conversation that I'll pass along to the next available representative.

- Reason for Chat: can i send an email to delta? - Name: **DeeWayne Smith** - SkyMiles Number:

**9321728741**

Info at 17:06, Jun 27:

We're connecting you to the next available specialist and look forward to helping you today. Your estimated wait time is about 1 minutes. Please note that responding to the message within 5 minutes will keep the conversation active and allow us to assist you in a timely manner. We appreciate you!

Christine at 17:07, Jun 27:

Hi, Dee! Thank you for reaching out to Delta Air Lines. My name is Christine, and I'm here to assist you with the email.

You at 17:07, Jun 27:

Hi Christine<sup>Read</sup>

Christine at 17:07, Jun 27:

Hi, Could you please provide me with more details about it?

You at 17:10, Jun 27:

I want written confirmation on traveling with firearms and ammunition. I have never flown on an airliner with firearms or ammunition. The Delta webpage is wording, but not exactly clear. And when I ask around or search forums online, everyone has a different answer. I'd like to be clear on the topic and have written proof for when I approached the Delta check in counter, the person at the desk doesn't give me another answer.<sup>Read</sup>

You at 17:12, Jun 27:

I am traveling to South Africa in October, on Delta the entire trip. DFW to ATL, ATL to CPT. I would like to take two rifles, and if possible, one revolver pistol, along with the ammunition for all three.<sup>Read</sup>

You at 17:13, Jun 27:

I have an airline approved hard case for the rifles'. I have a hard plastic case for the pistol. I have a hard plastic case for the ammunition.<sup>Read</sup>

You at 17:15, Jun 27:

The website states I can put up to four long guns in one case and up to four pistols in one case. Can I not put two rifles and one pistol in one hard case? Can I put the ammunition that is packed in a hard case inside my checked bag?<sup>Read</sup>

You at 17:16, Jun 27:

Can I put three different calibers of ammo in the one case, as long it is all under 11 lbs?<sup>Read</sup>

You at 17:19, Jun 27:

I just do not want any issues, especially at check in. I can foresee that when I go to check in, the person will be telling me something entirely different.<sup>Read</sup>

Christine at 17:19, Jun 27:

Thank you for reaching out, DeeWayne—I completely understand wanting clear, written confirmation, and I'm happy to clarify your questions. Regarding your firearms, Delta does allow multiple firearms to be transported in one hard-sided case, as long as the case is designed for that purpose, all firearms are unloaded, and all lockable points are secured with the passenger retaining the key or combination. So in your case, placing two rifles and one pistol in a single hard case is generally acceptable, provided the case can safely accommodate them without movement and meets security requirements. Final acceptance will still be verified at the airport check-in. For your ammunition, yes—you may place it inside your checked baggage, including within a separate hard case. Ammunition must be securely packed in original manufacturer packaging or in a container designed specifically for ammunition, and it must be protected from movement. You may also place it inside the firearm case if properly secured. As for carrying multiple calibers, that is permitted. You can place different calibers of ammunition in the same case, as long as everything is properly packed and the total combined weight does not exceed 11 lbs (5 kg) per passenger. Please also keep in mind that since you are traveling internationally to South Africa, you must comply with all applicable government regulations and import requirements, and final approval is determined at the airport during check-in and inspection. I recommend arriving early at the airport to allow time for proper declaration and screening. Does this clarify for you?

You at 17:23, Jun 27:

Yes, it does, thank you. Would you be permitted to send me that statement in an email?<sup>Read</sup>

You at 17:26, Jun 27:

<sup>Read</sup>

You at 17:33, Jun 27:

Hello! Are you still there Christine?<sup>Read</sup>

Christine at 17:36, Jun 27:

Thank you for your patience and I'm sorry for the delay, Dee—I'm glad the information was helpful, and I completely understand your need for written confirmation. At this time, we're not able to send this conversation directly via email from this channel. However, please note that firearms are not permitted in carry-on baggage. They must be declared and transported as checked baggage only, following proper procedures. If you would like to review official guidelines, you may visit the TSA website for additional reference: <https://www.tsa.gov/travel/security-screening/whatcanibring/firearms> For any further clarification regarding screening procedures, you may also contact TSA directly.

You at 17:38, Jun 27:

Yes, we agree on that. As stated above. I want clarification that I can put two rifles and one pistol in one airline approved hard case that is locked accordingly. AND, clarification that I can place the approved and locked ammunition box, under 11 lbs, inside my other checked bag containing clothes and personal items.<sup>Read</sup>

You at 17:39, Jun 27:

You stated in your response that that was acceptable for flying on Delta.<sup>Read</sup>

You at 17:42, Jun 27:

Is that correct? Did I understand you correctly?<sup>Read</sup>

Christine at 17:45, Jun 27:

Thank you for your patience, DeeWayne, and I appreciate you seeking clear confirmation. Yes, based on Delta guidelines, you may place two rifles and one pistol in a single airline-approved hard-sided case, provided all firearms are completely unloaded, the case is designed to securely accommodate them without movement, and all lockable points are fully secured with you retaining the key or combination. Additionally, you may place your properly packed and secured ammunition (not exceeding 11 lbs) inside a separate checked bag containing personal items, as long as it is stored in an approved ammunition container and protected from movement. Please be advised that all firearms and ammunition must be

declared at check-in, and final acceptance remains subject to airport inspection, TSA requirements, and international regulations, including those applicable for travel to South Africa. You may contact the TSA pre-check directly using this number (866) 289-9673, so they can further clarify you this as we only have limited access on this. Is this okay with you?

You at 17:48, Jun 27:

**Yes, thank you for your assistance and answering my questions.** Read

Christine at 17:51, Jun 27:

You're very welcome, Dee. It was my pleasure to assist you, and I'm glad I could help clarify and answer your questions. While you have me here, May I please know if do you have any further clarification needed for today aside from this?

You at 17:51, Jun 27:

**No, thank you for your assistance.** Read

Christine at 17:52, Jun 27:

All for you, Dee. Thank you for your kindness and patience during our conversation. We value your patience and loyalty with us. It was my pleasure to message with you today. Please message with us again if you need assistance with your upcoming travel. Thank you for being the best part of Delta, we appreciate you and have a nice day!

Conversation closed by the agent at 17:53, Jun 27:

Survey Bot at 17:53, Jun 27:

Thank you for contacting Delta Air Lines. Please take our brief survey to let us know how we did. To opt out, please reply "skip" at any time.

Survey Bot at 17:53, Jun 27:

Rate your overall experience with Delta Messaging. Please reply with a value between 1-5 where, 5 represents your highest satisfaction.

- 1
- 2
- 3
- 4
- 5